

Are We Having an Impact? – A Discussion on Measuring the Environmental Outcomes of Compliance Assistance

Description

Performance measurement is essential to every successful program, including compliance assistance (CA), for three reasons: (1) verifying that you are making an impact, (2) demonstrating to your current and potential clients that you are the best source for compliance assistance, and (3) convincing the public and funding providers that your activities should continue.

Most performance measurement focuses on inputs (e.g., dollars, personnel and materials) and outputs (e.g., activities performed, number of clients reached). Fewer efforts focus on measuring the outcomes of those activities (e.g., changes in behavior, adoption of new technologies, emissions reductions). Rarely, if at all, does performance measurement focus on environmental impacts (e.g., changes in the ambient environment, attainment of environmental objectives, reductions in human health risks). Yet, the public and funding providers are increasingly holding environmental programs accountable for demonstrating the impact of their efforts.

This session will be hosted by the Compliance Assistance Advisory Committee (CAAC), a Federal Advisory Committee under the National Advisory Council for Environmental Policy and Technology. The CAAC was established by the U.S. EPA Administrator to advise the Agency on CA policies and approaches, and is currently working on the development of performance measurement systems to demonstrate the effectiveness and environmental outcomes of compliance assistance.

Goals/Outcomes

To elicit information, experiences and feedback for use by the National Compliance Assistance Advisory Committee (CAAC) in assessing the state of CA performance measurement and to help with developing new measurement approaches that demonstrate the benefits of CA in a cost-effective, easily understood way.

Key Questions

- ☐ What are some of the effective performance measures that CA providers currently use for their programs?
What performance measures should EPA be focusing on to demonstrate the effectiveness of CA?
- ☐ How specifically should EPA measure CA and CA activities in order to demonstrate their effectiveness?
- ☐ How might environmental, behavioral and other performance indicators be used to demonstrate the effectiveness and impact of CA?
- ☐ What are the barriers to measuring program performance and how might these barriers be overcome?
- ☐ What creative incentives are available to elicit help from “customers” in measuring the impact of CA?

Presenters

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